

WHAT IS CLAIMED IS:

1. A method for skills-based routing of a communication session received at a switch, comprising:
 - 5 receiving a request to establish a communication session between a client and one of a plurality of service agent stations;
 - generating a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;
 - 10 comparing the profile of the communication session to a skills table, wherein the skills table associates a service agent to a plurality of skill entries in a service agent record; and
 - selecting one of the service agent stations in response to comparing the profile of the communication session to the skills table.
2. The method of Claim 1, wherein generating a profile of a communication session comprises:
 - 20 establishing communication between the client and a voice response unit;
 - receiving responses from the client;
 - communicating the responses to a remotely located server;
 - 25 generating the profile of the communication session utilizing the responses.

3. The method of Claim 1, wherein comparing the profile of the communication session to a skills table comprises:

5 associating each attribute of the profile to the corresponding skill entry in a skills table resulting in a subset of skill entries;

prioritizing the subset of skill entries by applying one or more arithmetic algorithms; and

10 generating an ordered list utilizing results of prioritizing the subset of skill entries, wherein the ordered list comprises one or more service agent records.

4. The method of Claim 3, wherein selecting the service agent station comprises:

15 selecting the optimal service agent record from the ordered list;

assessing whether the service agent station associated with the selected service agent record is available;

20 selecting the next optimal service agent record from the ordered list if the prior service agent station is unavailable.

5. The method of Claim 1, wherein the method further comprises establishing a communication session between the client and the selected service agent station.

6. A method for dynamically updating a skills table, the method comprising the following steps performed at a server remotely located from a switch:

- receiving service agent information;
- 5 storing the service agent information on the server;
- updating a skills table utilizing the service agent information, wherein the skills table associates each service agent to a plurality of skill entries in a service agent record; and
- 10 communicating the skills table to a switch remotely located from a server.

7. The method of Claim 6, wherein receiving the service agent information comprises:

- 15 establishing communication between a client and a voice response unit;
- querying the client associated with a service agent station utilizing the voice response unit;
- receiving data at the server, wherein the data 20 comprises at least one response to the queries; and
- converting the data into numeric values.

8. The method of Claim 6, wherein receiving the service agent information comprises:

- 25 establishing communication between a client and a network-based feedback system;
- querying the client associated with a service agent station using the network-based feedback system;
- receiving data from the network-based system in 30 response to the queries; and
- converting the data into numeric values.

9. The method of Claim 6, wherein updating a skills table comprises:

associating the service agent information to the appropriate service agent record in the skills table; and

5 updating at least one service agent record associated with the service agent information.

10. The method of Claim 6, wherein service agent information comprises information received from a supervisor workstation.

11. The method of Claim 6, wherein communicating the skills table to a switch is in response to a request from the switch.

15 12. The method of Claim 6, wherein communicating the skills table to a switch comprises communicating a subset of the skills table from the server to the switch.

20 13. The method of Claim 6, wherein the switch comprises an automatic call distributor.

14. Software for skills-based routing of a communication session received at a switch, the software being embodied in a computer-readable medium and when executed by a computer operable to:

5 receiving a request to establish a communication session between a client and a service agent station;

generating a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;

10 comparing the profile of the communication session to a skills table, wherein the skills table associates each service agent to a plurality of skill entries in a service agent record; and

15 selecting the optimal service agent station in response to comparing the profile of the communication session to the skills table.

15. The software of Claim 14, wherein comparing the profile of the communication session to a skills table 20 comprises:

associating each attribute of the profile to the corresponding skill entry in a skills table resulting in a subset of skill entries;

25 prioritizing the subset of skill entries by applying one or more arithmetic algorithms; and

generating an ordered list utilizing results of prioritizing the subset of skill entries, wherein the ordered list comprises one or more service agent records.

16. Software for dynamically updating a skills table with qualitative and quantitative data, the software being embodied in a computer-readable medium and when executed by a computer operable to:

5 receiving service agent information;
storing the service agent information on a server;
updating a skills table utilizing the service agent information, wherein the skills table associates each service agent to a plurality of skill entries in a
10 service agent record; and

communicating the skills table to the switch.

17. The software of Claim 16, wherein updating a skills table comprises:

15 associating the service agent information to the appropriate service agent record in the skills table; and
updating at least one service agent record associated with the service agent information.

18. A server, comprising:

an interface operable to communicate with a network,
the interface further operable to receive service agent
information, the interface further operable to
5 communicate a skills table to a switch, wherein the
skills table associates each service agent to a plurality
of skill entries in a service agent record;

10 a processing module coupled to the interface, the
processing module operable to update the skills table
utilizing the service agent information; and

15 a storage medium coupled to the processing module,
the storage medium operable to store service agent
information, the storage medium further operable to store
the skills table.

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19. The server of Claim 18, wherein operable to
update the skills table comprises:

20 operable to associate the service agent information
to the appropriate service agent record in the skills
table; and

further operable to update at least one service
agent record associated with the service agent
information.

20. A server, comprising:

an interface operable to communicate with a network,
the interface further operable to receive a request to
establish a communication session between a client and
5 one of a plurality of service agent stations;

10 a processing module coupled to the interface, the
processing module operable to generate a profile of the
communication session, the processing module further
operable to compare the profile of the communication
session to a skills table, wherein the skills table
associates each service agent to a plurality of skill
entries in a service agent record, the processing module
further operable to select one of the service agent
stations; and

15 a storage medium coupled to the processing module,
the storage medium operable to store the skills table.

21. The server of Claim 20, wherein operable to
compare the profile of the communication session to a
20 skills table comprises:

operable to associate each attribute of the profile
to the corresponding skill entry in a skills table
resulting in a subset of skill entries;

further operable to prioritize the subset of skill
25 entries by applying one or more arithmetic algorithms;
and

further operable to generate an ordered list
utilizing results of prioritizing the subset of skill
entries, wherein the ordered list comprises one or more
30 service agent records.